

# Island Healthcare Limited

# Highfield House

## Inspection report

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27 January 2021

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Highfield House provides accommodation, personal care and support for up to 20 older people. At the time of our inspection there were 20 people living in the home.

We found the following examples of good practice.

There were procedures in place to support safe visiting, including appointments. Staff undertook basic screening of all visitors including temperature checks and a questionnaire to determine risks posed by visitors. Visitors were provided with Personal Protective Equipment (PPE) and guided to its safe use. Individual risk assessments had been completed for each person to determine the risks versus benefits for them to continue to receive designated family visitors.

The provider routinely tested people and staff for COVID-19. Staff had regular testing with rapid response lateral flow tests (LFT) as well as standard Polymerase Chain Reaction (PCR) tests weekly. LFT tests were available for use prior to visitors entering the home.

New admissions to the service were supported in line with best practice guidance. Admissions were expected to provide recent COVID-19 test results, were further tested by the service following admission and isolated upon arrival for 14 days to minimise the risk of potential infection to people already living at the service. These procedures would also be used for people returning to the home following a hospital stay.

Staff had been trained in infection control practices and individual risk assessments had been completed for each staff member.

The home was kept clean. Staff kept detailed records of their cleaning schedules, which included a rolling programme of continuously cleaning high touch surfaces, such as light switches, grab rails and door handles.

The service had an adequate supply of (PPE) to meet current and future demand. Staff were using this correctly and in accordance with current guidance and disposal was safe at the time of this inspection.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Highfield House

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of CQC's response to the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 27 January 2021 and was announced.

# Is the service safe?

## Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.